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July 30, 2009

TO: Each Supervisor

FROM: John F. Schunhoff, Ph.D.   
Interim Director

SUBJECT: **MEDICARE PART D IMPLEMENTATION – MONTHLY  
STATUS REPORT - JULY 2009**

**John F. Schunhoff, Ph.D.**  
Interim Director

**Robert G. Splawn, M.D.**  
Interim Chief Medical Officer

This is to provide a status report regarding the Department of Health Services (DHS) implementation of onsite Medicare Part D pharmacy dispensing at the two pilot sites, Martin Luther King, Jr. Multi-Service Ambulatory Care Center (MLK MACC) and Rancho Los Amigos National Rehabilitation Center (RLA NRC).

Attached is a copy of the July 2009 monthly status report. As is evident from this summary, very few patients have elected to utilize these two DHS pilot sites for dispensing of their Medicare Part D prescription medications. Of note, Medicare Part D patients may elect to have their prescriptions dispensed at any local community pharmacy that participates in the Part D program. There are multiple community pharmacies near each of these two DHS pilot sites that provide Medicare Part D dispensing services.

Now that the pilot is operational, we propose that this monthly report become a quarterly report because this interval is better aligned with the availability of new data on the project. Therefore, unless otherwise instructed by the Board, DHS will provide the next periodic report by October 30, 2009.

If you have any questions or need additional information, please let me know.

JFS:AG:srj  
808:001

Attachment

c: Chief Executive Officer  
Acting County Counsel  
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## July 2009 Post-Implementation Status Report

### Medicare Part D Pilot Implementation

*Rancho Los Amigos National Rehabilitation Center*

*Martin Luther King, Jr. Multi-Ambulatory Care Center*

#### Pilot Metrics – Measures of Success

**Impact on Outpatient Pharmacy Operations** - Pharmacy operations have not been impacted by the implementation of this pilot, as the number of outpatient Medicare Part D prescriptions dispensed from RLA-NRC and MLK-MACC has been very small. Outpatient pharmacy operations impact was measured by the change in staffing requirements and pharmacy wait times.

- 1) **Prescription Volume:** The following represents the total number of Medicare Part D prescriptions dispensed at each pilot site during the stated month:

Month	Rancho Los Amigos NRC Pilot Start Date – 4/15/09	% of Total Prescriptions Dispensed	Martin Luther King, Jr. MACC Pilot Start Date – 4/1/09	% of Total Prescriptions Dispensed
April 2009	21 prescriptions	0.27%	44 prescriptions	0.24%
May 2009	39 prescriptions	0.52%	27 prescriptions	0.13%
June 2009	68 prescriptions	0.85%	35 prescriptions	0.15%

- 2) **Outpatient Pharmacy Patient Waiting Time:** The chart below describes the change from the baseline patient waiting times (prior to pilot implementation) at each pilot site pharmacy. Note that patient waiting times are also impacted by other factors such as overall prescription volume and allocated staffing.

Time Period	Rancho Los Amigos NRC Pilot Start Date – 4/15/09	Martin Luther King, Jr. MACC Pilot Start Date – 4/1/09
Baseline Patient Waiting Time* (average)	26 minutes	45 minutes
April 2009	-4%	+7%
May 2009	+4%	+7%
June 2009	+23%	+13%

\* Average wait times between January 1, 2009 to March 31, 2009 (Quarter 1 2009) was used as the baseline measure.

- 3) **Staffing Impact:** No additional staffing was necessary at either pilot site location.
- 4) **Cost Impact:** Drug costs have been reimbursed through ongoing Medicare Part D billing processes. Calculation of net revenue for each pilot site is currently under review and will be provided in a future report.
- 5) **Patient Satisfaction Survey:** Patients at each pilot site were requested to complete a standard survey to assess both their level of satisfaction with the onsite dispensing services as well as their rationale for selecting to fill their Medicare Part D prescriptions at the pilot

Medicare Part D DHS pharmacy. To date, only 8 patients have returned written survey responses to the Medicare Part D pilot site pharmacies. Insufficient data has been received to make any conclusions regarding patient satisfaction. Each pilot site will increase patient direct involvement in an attempt to increase patient satisfaction survey responses.

## **Conclusions**

Very few patients have selected to utilize DHS onsite pilot pharmacies for Medicare Part D dispensing. There has been minimal change in patient choice involving pharmacies selected for Medicare D dispensing, as it appears that these patients are continuing to elect to have their prescriptions dispensed by local community pharmacies. A total of 234 Medicare Part D prescriptions were dispensed at both pilot sites through the first 3 months, representing less than 1% of total prescription volume.

A second post-implementation report will be provided in September 2009.